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STATE OF NEW JERSEY  
DEPARTMENT OF PERSONNEL

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**FOR IMMEDIATE RELEASE:**  
August 23, 2006

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**NEW JERSEY DEPARTMENT OF PERSONNEL BRINGS INTERNATIONALLY-  
RENOWNED CONFLICT RESOLUTION EXPERT TO TRAIN STATE AGENCIES**

**TRENTON, NJ**— Representatives from various Executive-branch agencies participated in *Preventive ADR (Alternative Dispute Resolution): Organizational Ombuds*, a full-day presentation and workshop sponsored by the New Jersey Department of Personnel.

To help the agencies it serves explore options for resolving employer-employee disputes, the Department of Personnel brought in Camilo Azcarte. Mr. Azcarte is the Princeton University Ombudsman and an internationally-recognized authority on mediation, facilitation and conflict management; he has presented, trained, lectured and taught in Latin America and the United States.

Today, Mr. Azcarte spoke to several dozen human resource professionals from State departments and agencies about the challenges they face, and about ways to incorporate the role of Ombudsman – an impartial and confidential mediator within an organization – into their dispute-resolution strategies.

“Governor Corzine recognizes that our public employees are the State’s single most important asset,” said Rolando Torres, Jr, Commissioner of the NJ Department of Personnel. “Disputes between employer and employee are going to happen from time to time – but how we resolve them is a key part of keeping good people on board. The Department of Personnel is committed to empowering the agencies and jurisdictions it serves, and today’s training is a prime example of both the strategic perspective and the practical tools the DOP has to offer.”

“Informal dispute resolution mechanisms – like an Ombud’s Office – can be a powerful way to improve communication, reduce litigation, create trust, and solve problems,” said Camilo Azcarte. “I’m delighted to be here, sharing this tool with New Jersey’s public-sector Human Resource professionals.”

The Department of Personnel continually offers an array of resources and training opportunities. For more on the Department’s programs, visit [www.state.nj.us/personnel](http://www.state.nj.us/personnel).

*The mission of the New Jersey Department of Personnel is to attract, develop and retain a high quality workforce for State, county and municipal governments and to partner with management and labor to develop a fair, efficient human resource delivery system rewarding quality, merit, and productivity.*